



IDAHO DEPARTMENT
HEALTH & WELFARE

FILE COPY

C. L. "BUTCH" OTTER – Governor
RICHARD M. ARMSTRONG – Director

DEBRA RANSOM, R.N., R.H.I.T., Chief
BUREAU OF FACILITY STANDARDS
3232 Elder Street
P.O. Box 83720
Boise, ID 83720-0036
PHONE 208-334-6626
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February 2, 2010

Russell McCoy
Church Hill Downs
415 South Arthur
Pocatello, ID 83204

Provider #13G043

Dear Mr. McCoy:

On **January 20, 2010**, a complaint survey was conducted at Church Hill Downs. The complaint allegations, findings, and conclusions are as follows:

Complaint #ID00004472

Allegation #1: Individuals are subject to verbal and physical abuse.

Findings: An unannounced on-site complaint investigation was conducted on 1/19/10 and 1/20/10. During that time, observations, record review, interviews with individuals and facility staff, and the facility's injury reports were reviewed with the following results:

Observations were conducted across all shifts on 1/19/10 and 1/20/10, for a total of 3 hours and 18 minutes. During that time, it was noted seven individuals resided in the facility. None of the individuals were noted to have observable injuries. Additionally, staff were noted to appropriately interact with the individuals, and no physical or verbal abuse was noted to occur.

Four individuals' records were selected for review. Those records did not contain information related to unexplained injuries or incidents of abuse or neglect.

Ten direct care staff were interviewed during the survey. All staff stated they were unaware of individuals being subject to physical or verbal abuse.

Further, an individual agreed to be interviewed. The individual stated she was happy and felt safe, and she had not been mistreated and liked her home.

Additionally, injury reports, dated 3/1/09 - 1/19/10, were reviewed. None of those reports showed unexplained injuries or incidents of verbal or physical abuse. There were no investigations for the time frame noted above.

Conclusion: Unsubstantiated. Lack of sufficient evidence.

Allegation #2: Staff are using illegal drugs and/or alcohol while on duty.

Findings: An unannounced on-site complaint investigation was conducted on 1/19/10 and 1/20/10. During that time, observation, staff interviews, and personnel records were reviewed with the following results:

Observations were conducted on 1/19/10 and 1/20/10, for a total of 3 hours and 18 minutes. During that time, no staff were noted to be under the influence of drugs or alcohol.

Ten direct care staff were interviewed during the survey. All staff stated they had not witnessed anyone using illegal drugs or alcohol while on duty or reporting to duty while under the influence of drugs or alcohol.

Nineteen (19) personnel records were reviewed and showed all employees received a pre-employment drug screening. Additionally, the personnel records showed random drug tests were completed with no positive findings for drugs.

Conclusion: Unsubstantiated. Lack of sufficient evidence.

Allegation #3: Individuals are not adequately supervised.

Findings: An unannounced on-site complaint investigation was conducted on 1/19/10 and 1/20/10. During that time, observations, interviews with individuals and facility staff were completed, and as-worked schedules were reviewed with the following results:

Observations were conducted across all shifts on 1/19/10 and 1/20/10, for a total of 3 hours and 18 minutes. During that time, it was noted seven individuals resided in the facility. All of the individuals were noted to be adequately supervised, and no individuals were left unattended.

As-worked schedules, dated 11/09 - 1/20/10, were reviewed and showed four staff were consistently scheduled to work day and evening shifts, and two staff were scheduled to work graveyard shift.

Ten direct care staff were interviewed during the survey. All staff stated they were unaware of individuals being left unattended or unsupervised. Further, an individual agreed to be interviewed. The individual stated she was happy and felt safe, and she had not been left unsupervised.

Additionally, injury reports, dated 3/1/09 - 1/19/10, were reviewed. None of those reports showed individuals were left unattended or were not adequately supervised by staff. There were no investigations for the time frame noted above.

Conclusion: Unsubstantiated. Lack of sufficient evidence.

Allegation #4: Individuals' medications are missing.

Findings: An unannounced on-site complaint investigation was conducted on 1/19/10 and 1/20/10. During that time, observations, record review, and interviews with facility staff were completed with the following results:

Observations were conducted across all shifts on 1/19/10 and 1/20/10, for a total of 3 hours and 45 minutes. During that time, individuals were noted to take their medications. It was noted the individuals received their medications as identified on their medication administration record.

Four individuals' records were selected for review. Their medication administration records were compared to actual medications, located in the medication cabinet. All medications were noted to be present and accounted for.

Ten direct care staff were interviewed during the survey. All staff stated they were unaware of missing medications.


Additionally, Medication Error Reports, dated 3/1/09 - 1/19/10, were reviewed. None of those reports showed individuals' medications were missing. There were no investigations for the time frame noted above.

Conclusion: Unsubstantiated. Lack of sufficient evidence.


Russell McCoy
February 2, 2010
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As none of the complaints were substantiated, no response is necessary. Thank you for the courtesies and assistance extended to us during our visit.

Sincerely,



JIM TROUTETTER
Health Facility Surveyor
Non-Long Term Care



NICOLE WISENOR
Co-Supervisor
Non-Long Term Care

JT/mlw



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Pocatello, ID 83204

Provider #13G043

Dear Mr. McCoy:

On **January 20, 2010**, a complaint survey was conducted at Church Hill Downs. The complaint allegations, findings, and conclusions are as follows:

Complaint #ID00004486

Allegation: Guardians are denied access to records.

Findings: An unannounced on-site complaint investigation was conducted on 1/20/10. During that time, the facility's release of records policy was reviewed and staff interviews were completed with the following results:

During an interview on 1/20/10 from 9:50 - 9:55 a.m., the facility's Privacy Officer stated that as per policy, a request for records required completion of a records release form which was then forwarded to his office. When asked, the Privacy Officer stated he had not received any requests for records.

During an interview on 1/20/10 from 10:15 - 10:20 a.m., the Administrator stated he received a phone call from a guardian who wanted all of an individual's original record. The Administrator stated he was not allowed to release the original record. The Administrator stated the guardian was informed she could view the record with supervision but had to pay the cost incurred for the supervision. The Administrator stated the guardian declined the offer.


The Administrator stated the guardian asked about copies. The Administrator stated he informed the guardian that she would have to pay for the cost of copies and for the time it took to make the copies. The Administrator stated the guardian declined the offer.


The Administrator stated the guardian indicated the information might be used in legal action at which point he informed the guardian that he would need to seek legal counsel prior to releasing any records. The Administrator stated his lawyer informed him not to release any records. The Administrator stated he had not received any further requests.

Conclusion: Unsubstantiated. Lack of sufficient evidence.

As none of the complaint was substantiated, no response is necessary. Thank you for the courtesies and assistance extended to us during our visit.

Sincerely,


JIM TROUTFETTER
Health Facility Surveyor
Non-Long Term Care


NICOLE WISENOR
Co-Supervisor
Non-Long Term Care

JT/mlw